Passage Housing Services

Equity, Diversity and Inclusion Policy

Our Commitment

The Passage is committed to promoting equity of opportunity and encouraging diversity in all areas of activity. We recognise the benefits that a diverse organisation can bring to all areas of our work and acknowledge our responsibility to promote awareness and sensitivity beyond the boundaries of the organisation through our partnerships, suppliers, residents and service users.

We are committed to creating a safe, inclusive, and respectful environment for everyone - residents, service users, staff, volunteers, and partners. We actively promote equity, diversity, and inclusion (EDI) in all areas of our work and service delivery.

Who This Policy Covers

This is a Passage 2000 (The Passage) policy and applies to all of its subsidiaries, Passage Housing Services (PHS) and Passage Trading Services (PTS) and:

- All staff, volunteers, contractors, and visitors
- All residents and service users
- All activities, including meetings, community work, and travel with service users
- Staff communication
- Working with partnership agencies

The legal Framework for EDI

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection. In line with the Act, The Passage is legally obliged to treat people equally and fairly and to ensure a culture of inclusion exists. It defines nine ‘protected characteristics’ where no one may treat you or anyone any differently based on the following:

- Age
- Disability
- Gender reassignment/identity
- Marriage and Civil Partnership
- Pregnancy and Maternity

- Race
- Religion and Belief
- Sex
- Sexual orientation

What we mean by EDI

- **Equity** recognises that each person has different circumstances and allocates resources based on specific needs to achieve greater fairness of treatment and outcomes.
- **Equality** is about creating a fairer society where everyone can participate and fulfil their potential.
- **Diversity** is about valuing all visible and non-visible differences and recognising and accepting that harnessing these differences creates an environment where everyone feels valued.
- **Inclusion** involves removing barriers to participation and valuing people's differences in our decision-making processes and operations.

We do not tolerate discrimination based on age, sex, disability, gender reassignment/identity, race, religion and belief, sexual orientation, pregnancy and maternity, marriage and civil partnership or any other protected characteristic.

Our Approach

- We provide training for staff and volunteers to understand and uphold EDI principles.
- We support service users and residents to understand their rights and participate fully.
- We investigate and act on all reports of discrimination, harassment, or victimisation.
- We make reasonable adjustments and offer accessible formats and support.

Working Together

We work with residents and service users to co-produce inclusive services and ensure their voices shape our work. We also collaborate with external partners to improve support and challenge discrimination.

Zero Tolerance

We take a zero-tolerance approach to any form of discrimination or abuse. We support victims and take appropriate action against perpetrators.

Passage Housing Services

Need Help or Have a Concern?

If you have questions or concerns about EDI, please speak to your housing support worker or a member of staff. We are here to listen and help.